

# WEBINAR

# WEDNESDAYS



**Wednesday, February 24, 2021**

## **Working with the Deaf, Hard of Hearing & DeafBlind Communities**

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Distributed by:


ARIZONA PROSECUTING ATTORNEYS' ADVISORY COUNCIL

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ELIZABETH BURTON ORTIZ

EXECUTIVE DIRECTOR



## Cultural Sensitivity Training

Arizona Prosecuting Attorneys'  
Advisory Council  
February 24, 2021

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## Goals & Objectives

- Participants will learn how to address the unique needs of people with hearing loss.
- Participants will learn about available resources to meet the specific needs of their clients.
- Participants will demonstrate an understanding of cultural factors of the various communities, communication techniques, interpreting services, technology and effective communication.

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 To better benefit from our training, Zoom is best viewed on a desktop or laptop computer, not a mobile device.

 Make sure your microphone is muted.

 Click on "Live Transcript" icon on the bottom to turn on subtitles to view live captioning.

 To effectively see the interpreters and the presenter, mute your video.

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### If you have questions or comments:

-  Type your questions/comments in the Chat box.
-  Unmute your microphone before speaking. Our interpreters can sign for you.
-  Please unmute your video before you start to speak. That way we can see face expressions including lipreading.

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### About ACDHH

- Established in 1977.
- Statewide information referral and resource center on issues which concern the deaf, deafblind and hard of hearing communities.
- Work closely with other state, local and national agencies. ACDHH is a clearinghouse of information.
- 14 commissioners.
- 17 staff members.

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- MISSION:** The purpose of the Arizona Commission for the Deaf and the Hard of Hearing is to ensure, in partnership with the public and private sector, accessibility for the Deaf, Hard of Hearing, and DeafBlind to improve their quality of life.
- VISION:** An energetic and innovative team, ACDHH is a national leader in the provision of communication access, support services and community empowerment throughout the Grand Canyon State.

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## ACDHH Services

- ASL Interpreter Licensure
- Telecommunications Relay Service
- Telecommunications Equipment Distribution Program – AzTEDP
- Information and Referral
- Empowerment
- Community Development
- Outreach and Education

What we do:

- Leader in providing communication access and support services
- Free equipment distribution through AzTEDP to all Deaf, Hard of Hearing, DeafBlind and Speech-Impaired Arizonans
- Resource for self-advocacy and community empowerment
- Outreach, education, information and referrals provider
- Licensed American Sign Language Interpreters – approximately 485
- Arizona Relay Service, 711 – Free to all Deaf, Hard of Hearing and Speech-Impaired Residents
- Support Service Provider access to the DeafBlind
- 2000+ trained public safety and healthcare professionals

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## Disability in Arizona

- Hearing Loss: 18%
- Ambulatory: 6.8%
- Independent Living: 5.3%
- Cognitive: 4.4%
- Vision: 2.4%
- Self-Care: 2.4%

26.3% of all Arizonans have at least one disability.  
(some have more than 1 disability)

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## HEARING LOSS IN ARIZONA

20% of teenagers have some degree of hearing loss

Over 1.1M Hard of Hearing

2.4 out of 1,000 babies born with hearing loss

20,000+ Arizonans are culturally Deaf

739,000 Arizonans over the age of 60 are Hard of Hearing

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## Bridging the Gap: A Note about Terminology

<b>Deaf</b>	Deaf is used to describe people who identify as culturally Deaf and are actively engaged with the Deaf community.
<b>DeafBlind/CVHL</b>	Deafblindness is a combination of vision and hearing loss that prevents access to communication, the environment and people. Other terms for deafblindness include dual sensory impairment, combined vision and hearing loss, dual sensory loss, and dual sensory disability. Some people spell the word deafblind with a hyphen, or a slash between "deaf" and "blind." When the word Deafblind is capitalized, it connotes cultural identification.
<b>Hard of Hearing (HOH)</b>	Hard of Hearing (HOH) is a widely-accepted term to describe someone with mild / moderate / severe hearing loss that has developed during childhood or later in life. HOH people have developed oral language, may wear hearing aids or cochlear implants, and in most cases have NOT learned ASL/sign language.
<b>"Hearing Impaired"</b>	Hearing impaired is another term used to describe a person with hearing loss, but many people in the Deaf and hard of hearing communities find the term offensive. This is because of the implication it holds of being "impaired".

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## Involving your client...

Prosecutors, Law Enforcement, and Advocates and others are encouraged to consult with their clients about the type of accommodations that are needed in order to make its facilities and environment accessible.

The accommodation that is appropriate for one client may not be successful in achieving effective communication for other clients. Similarly, an accommodation that is effective in one situation may not be effective for a different situation.

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## Effective Communication

"The ADA requires that Title II entities (State and local governments) and Title III entities (businesses and nonprofit organizations that serve the public) communicate effectively with people who have communication disabilities. The goal is to ensure that communication with people with these disabilities is equally effective as communication with people without disabilities."

[Link to ADA Effective Communication Information](#)

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## Auxiliary Aids

*Handwritten Notes: A Test First*  
 Before you replace a manual like pulling you to work, there are the best time you study a handwritten letter?

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## COVID-19 Considerations

Deaf, Hard of Hearing and DeafBlind face more challenges than their hearing counterparts when it comes to communication barriers.

Considerations on removing barriers such as:

- CLEAR Face Masks / Gloves use for DeafBlind
- Smart device for Video Remote Interpreters or Speech-to-Text (STT)/Automatic Speech Recognition (ASR)\*

Check out our ACDHH COVID-19 Resource Page  
[Link to our COVID-19 webpage](#)

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## Hearing Loss is an *invisible disability* with various degrees of loss

Mild	Person may not be aware of it
Moderate	May start to use hearing aids or other assistive devices
Severe	Speech is very difficult to understand even with hearing aids
Profound	Hearing aids may no longer help

**Important Tips:**

- Glasses correct vision, hearing aids do not correct hearing
- Pitch and tone affects comprehension

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**What does hearing loss sound like?**

[Starkey Simulator](#)



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**Hard of Hearing Characteristics**

- May be in denial or tend to blame others- "They are mumbling."
- May not know how to advocate for themselves.
- May be unaware of the ADA and their rights.
- May use a hearing dog.
- Might use assistive technology.
- Not proud to be HOH, there is no HOH culture.
- May not have any knowledge of communication strategies.

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**Communication Challenges:  
Hard of Hearing Person**

- Hearing in large group situations.
- Following conversations when there are multiple speakers.
- Understanding what is said in noisy background situations (reverberant environments).
- Poor lighting, light behind the person speaking, high ceilings, lots of glass.
- And...Cognitive Fatigue!

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## Strategies for Effective Communication

- Get the person's attention first
- Make sure they can see your face
- Be aware of background noise and lighting
- Rephrase/Say it a different way/ Add new clues
- Be mindful of obstacles that may hide your mouth.
- Separate or clump your words/sentences
- Distance matter
- Speak up.....Shouting does not help
- Sit in semi-circle (visual mouths help with lip reading)
- Use CART "captioning"

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## Environmental Lighting: Light in front, not in back



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## Assistive Listening Device (ALD)






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## Communication Access Realtime Translation

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## Arizona Relay Service

- Dial 711/Anywhere in the United States
- 365 days a year/24 hours a day
- Text to Voice or Voice to Text
- Voice Carry-Over or Captioned Telephone
- Hearing Carry-Over
- Speech-to-Speech
- Spanish
- Completely Confidential

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## Defining Deaf

- Clinical Definition
  - May be completely deaf or have residual hearing
  - May be congenital or acquired
- Cultural Definition
  - Individual is an integral part of the Deaf community
  - American Sign Language (ASL) is usually primary mode of communication

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## Cultural and Linguistic

- Primary Language: American Sign Language
  - Culture
  - Language
  - Access issues
  - May require the use of an interpreter.

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## DEAF CHARACTERISTICS

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## Deaf Cultural Norms

DEAF	HEARING
Attention-getting devices	HEY!
Conversation regulators	Hmmm/uh-huh
Eye Contact	Ear contact
Facial Expression	Poker face
Pointing	Pointing-considered rude
Hugging	Shaking hands
Storytelling	
Introductions/Goodbyes	

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## The Truth About Lip Reading

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## DeafBlind/CVHL

- Definition: Individual possesses combined vision and hearing loss (CVHL)
  - 20/200 or less in better eye with correction
  - Visual field of 20 degrees or less
  - Chronic hearing loss (in varying degrees)
- Characteristics of a DeafBlind Person
  - May be Culturally Deaf
  - May use auxiliary aids and services
  - Relies on physical contact for communication

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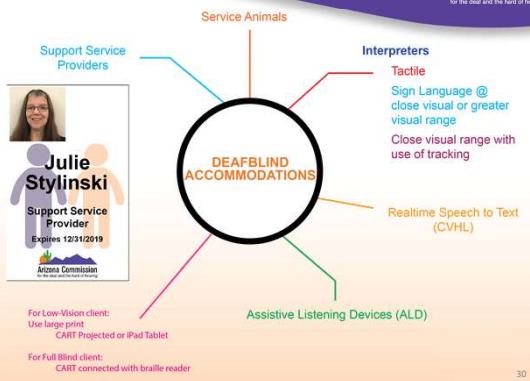
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**DEAFBLIND ACCOMMODATIONS**

**Support Service Providers**



**Julie Styliniski**  
Support Service Provider  
Expires 12/31/2019

For Low-Vision client:  
Use large print  
CART Projected or iPad Tablet

For Full Blind client:  
CART connected with braille reader

**Service Animals**

**Interpreters**

**Tactile**  
Sign Language @ close visual or greater visual range  
Close visual range with use of tracking

**Realtime Speech to Text (CVHL)**

**Assistive Listening Devices (ALD)**

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## Support Service Providers (SSP)

Support Service Providers are specially trained professionals who enable people who have combined vision and hearing loss to access their environments and make informed decision.

SSPs provide them with visual and environmental information, sighted guide services, and communication accessibility.

The SSPs are not interpreters. They do not analyze the content.

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## Interpreters

ADA Title III Definition: **§ 36.104 Definitions**

**Qualified interpreter** means an interpreter who, via a video remote interpreting (VRI) service or an on-site appearance, is able to interpret effectively, accurately, and impartially, both receptively and expressively, using any necessary specialized vocabulary. Qualified interpreters include, for example, sign language interpreters, oral transliterators, and cued-language transliterators.

**28 CFR 35.160:** prohibits public entities from requiring a person with a disability to provide their own interpreter and from relying on a minor child to interpret.

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## Best Practices: Working with Interpreters

- Request interpreters as far in advance as possible.
- Provide details related to the assignment in advance (consumer name, language needs, any special instructions that interpreters need to know in advance i.e. seating arrangements, review court documents, etc.)
- Request a CDI team when necessary.
- Speak directly to the Deaf client, not the interpreter.
- Do not seek advice from the interpreter while he or she is interpreting.
- Check with your client which interpreting method is best to for that person prior to meeting with the client. (ASL, Oral, Tactile, etc.)

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Arizona Commission  
for the Deaf and the Hard of Hearing

## State Interpreter Licensure: A.R.S. 36-1946 - Categories

# Interpreter License


### LEGAL (Certified)







**John  
McEaxmple**  
License #: 0000000000

Professional Interpreter  
American Sign Language  
Issued: 8/15/2016  
Expires: 8/15/2017

**LEGAL A**  

**OFFICIAL  
STATE  
LICENSE**


### GENERAL (Certified)







**Jane  
Doe**  
License #: 0000123203

Professional Interpreter  
American Sign Language  
Issued: 3/16/2017  
Expires: 3/16/2018

**GENERAL**  

**OFFICIAL  
STATE  
LICENSE**


### PROVISIONAL (IVOH-Certified)





**James  
Sample**  
License #: 0000943204

Professional Interpreter  
American Sign Language  
Issued: 3/16/2017  
Expires: 3/16/2018

**PROVISIONAL C**  

**OFFICIAL  
STATE  
LICENSE**

Note: Each individual holds only one license category at a time.

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# Interpreters

- **Licensure Exemptions – A.R.S. 36-1971**
  - An interpreter who works in this state for less than twenty days if that person registers with the commission to provide interpreting services in nonlegal situations.
  - An interpreter who provides interpreting services at religious activities.
  - An interpreter who provides interpreting services on an emergency basis if the delay necessary to obtain a licensed interpreter is likely to cause injury or loss to the consumer (life & death situations).
  - An interpreter who works without compensation in nonlegal situations (volunteer; not on-the-clock)
  - K-12 interpreting pursuant to IEP of Deaf or Hard of Hearing pupil
  - Students currently enrolled in interpreting program

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# Interpreter Qualifications

- **Legal A** – any setting, including legal
- **Legal C** – any setting except legal, unless teamed with a Legal A
- **Legal D** – Certified Deaf Interpreter, any setting including legal
- **General** – any setting except legal; request additional training in Mental Health or QMHI
- **Provisional B** – must be teamed with General or Legal to work in Medical, Mental Health, or platform/performance settings
- **Provisional C** – must be teamed with General or Legal at all times
- **Provisional D** – Deaf Interpreter; must be teamed with General or Legal at all times



Arizona Commission  
for the Deaf and the Hard of Hearing

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## VRS vs. VRI

**Video Relay Service (VRS)**

**Video Remote Interpreter (VRI)**

\*Please refer to appendix on Dept. of Justice's law on VRI

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## Interpreters: Video Remote Interpreting (VRI)

If VRI is chosen, all of the following specific performance standards must be met according to the Department of Justice:

- Real-time, full-motion video and audio over a dedicated high-speed, wide-bandwidth video connection or wireless connection that delivers high-quality video images that do not produce lags, choppy, blurry, or grainy images, or irregular pauses in communication;
- A sharply delineated image that is large enough to display the interpreter's face, arms, hands, and fingers, and the face, arms, hands, and fingers of the person using sign language, regardless of his or her body position;
- A clear, audible transmission of voices; and
- **Adequate staff training** to ensure quick set-up and proper operation.

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## Limitations of VRI

- Two-dimensional depiction of a three-dimensional language
- Limited access to environmental information
- Exacerbates stress in highly emotional/sensitive situations
- Generally ineffective for individuals with:
  - Mobility limitations
  - Impaired vision
  - Cognitive/Intellectual disabilities
  - Mental illness/Severe mental illness
  - Non-standard language use

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## Contact Us

**Online:**  
[www.acdhh.org](http://www.acdhh.org)






"AzCDHH" (for all social media accounts)

**Phone:**  
 602-542-3323 (V)  
 602-364-0990 (TTY)  
 (480) 559-9441 (Direct VP)  
 1-800-352-8161 (Toll-free V/TTY)









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## ACDHH Presenters

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## Questions & Answers



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